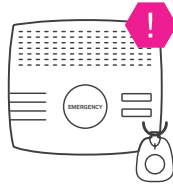# Telstra 5G Modem 2 Quick Start Guide

Do you have any remotely monitored alarms or emergency devices connected to your current fixed phone line?
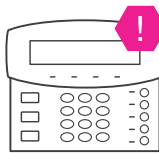
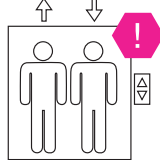Such devices include:

Monitored Fire Alarms

Medical Alert Services

Back-to-Base Security Alarms

Emergency Lift Phones

! IF YES, STOP!

The Telstra 5G Modem 2 is a wireless internet gateway and does not support the types of analogue telephone connections used in some older alarms. While generally very reliable, wireless networks may suffer from interference and occasional dropouts so before connecting any critical devices please check if a wireless internet service is right for you. This caution applies to all wireless devices and network operators.

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Need more help?

For additional support, please take a look at our support website. You can get there from the main Telstra website or via the shortcut **https://tel.st/T52**

Use our Get Help feature on the My Telstra app – Available to download from App Store or Google Play.

Download on the **App Store**

GET IT ON **Google Play**

If you require more assistance, please call **133 933**. For non-English speaking customers, please visit: **telstra.com.au/contact-us/multilingual-services**
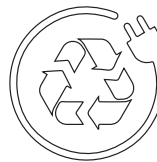
To recycle your old modem, see: **recyclingnearyou.com.au/ewastescheme**

To connect your Telstra 5G Internet service

1. Find the best location for 5G reception

Your Telstra 5G Modem 2 receives its signal from a mobile tower in the same way as your mobile phone, so it needs a couple of things to work best.

Do:

✓ To receive the strongest signal position your modem with a view out of a window.

✓ Place your Wi-Fi password fridge magnet on the fridge.

✓ If your building allows, position the device on the second floor or higher.

✓ Consider adding Telstra Wi-Fi Boosters if you need extra range on your Wi-Fi network.

✓ Consider using Ethernet cables to connect Telstra Wi-Fi Boosters if you're trying to extend your Wi-Fi signal into difficult areas such as a metal garage, a basement or a distant outbuilding.
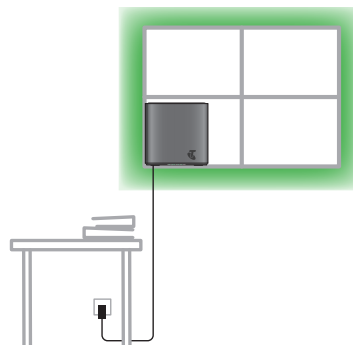
Don't:

✗ Place your modem or Wi-Fi Boosters near large metal objects that may block or interfere with its signal. Such objects include refrigerators, microwaves, TVs and steel-mesh window security screens.
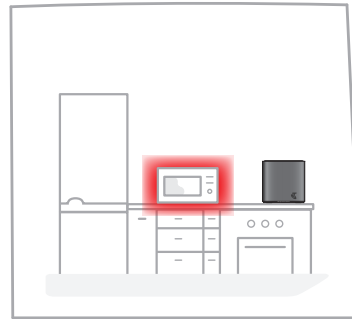
2. Plug in and power up

Plug in and power up your modem. It may take up to 15 minutes for the modem to register on the network, download updates and be ready for use.

3. Check you have found a good location

A strong signal is indicated by a solid green Signal light on your modem.

Tips and Troubleshooting

• The On/Off button, Ethernet LAN ports and External Antenna ports are located behind aesthetic covers. Remove these covers if you wish to use physical cables.

• This modem supports Wi-Fi version 6. It will work with all previous generations of Wi-Fi devices but to get the best performance your devices need to also support Wi-Fi 6.

• Don't worry if the 5G light on the front of your modem occasionally turns off. The modem works on both 5G and 4G networks and will occasionally switch networks to make sure you have the best connection available.

• You can turn the modem lights on/off using the lower button on the left side of the modem. When off they will stay off while everything is operating normally – but will turn on if there is a problem. This means they won't glow at night-time.

• If you have a Wi-Fi device which is not connecting, try switching it off, waiting a few minutes, and then turning it on again. This forces both the device and modem to establish a fresh connection and resolves most problems most of the time.

• Check out our support website if you'd like more tips to get the most out of this modem – tel.st/T52.